

Parent Conduct, Feedback and Complaints Policy

Company/ Organisation:	Star International School, Mirdif
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Policy Information:	<u>Our Commitment to a Positive School Community</u> Star International School Mirdif is committed to fostering a positive and respectful learning environment for all students, staff, and parents. We believe that strong partnerships between home and school are essential for student success. This policy outlines the standards of conduct we expect from our parents, reflecting the same values we instill in our students: Self-Belief, Teamwork, Adventure, and Respect. It also outlines how parents can give feedback and raise concerns with school. Communication and the Star Values 1 Respectful Communication and setting a Positive Example 1 How to Email teachers and staff at Star Mirdif 2 Booking a meeting or telephone call with a member of staff 2 Social Media and Communication 3 WhatsApp Groups 3 Interactions with other parents and students 4 School behaviour policies 4 General Expected Conduct 4 Feedback and complaints policy 5 Academic or class based concerns 5 Q&A on feedback and concerns





6 Financial or operational concerns 6

Communication and the Star Values

Star International School Mirdif emphasises the importance of our Star Values in all interactions. Respect is a cornerstone of these values, and it is especially important when we are frustrated. We understand that there may be times when you have concerns or disagreements with the school. However, we expect all communication with staff to be respectful and professional, both on the phone and face-to-face. This includes avoiding shouting, disparaging remarks, or insults.

We believe that open communication is essential for resolving any concerns. Staff at Star International School Mirdif are always happy to discuss your child's education and answer your questions. Please follow the established procedures for contacting the school and scheduling meetings with teachers or administration which are detailed later in this document.

Respectful Communication and setting a Positive Example

Remember, your children are watching how you interact with others. By demonstrating respectful communication, even in challenging situations, you are setting a positive example

for your child. Together, we can create a collaborative environment where parents and staff work together to support student success.

How to Email teachers and staff at Star Mirdif

- As of 2024/2025 Star Mirdif has moved to sharing direct email addresses of our teachers with parents. We also have all SLT emails found in the staff handbook.





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- When emailing teachers they will do their utmost to respond within 24 working hours. If you have not had a response do feel free to contact reception@starmirdif.com who can advise if perhaps the teacher is unavailable hence no response.
- Working hours are 7:30am - 4:30pm for teachers Monday to Thursday and 7:30am - 11:30am on a Friday. If you email at the end of day Friday a teacher will not read or respond until the end of day Monday for example.
- Always consider the tone and content of emails. We should be respectful of our educators at all times. If an email is taking a long time to write, it may be better to request a phone call or meeting.
- We ask parents not to email after 5:00pm or on weekends to protect teacher wellbeing. The use of a schedule send with your email is something that can be used to support this.
- Teachers will not respond on weekends or outside of working hours. They will usually utilise the iSams system to do so which keeps a record of all communication. • If you absolutely need to send an email out of working hours or on a weekend feel free to email the Principal at Principal@starmirdif.com or a member of SLT. We cannot guarantee we will pick up the emails but we will do our utmost to take action on serious issues.

Booking a meeting or telephone call with a member of staff

- If you require a meeting with any member of staff you can contact reception@starmirdif.com initially who will organise an appropriate time and location. This can be for a face to face meeting or telephone call which can usually be made at the end of the day. Alternatively you can contact them directly, however be aware that teachers may not see emails until the day following depending





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on how busy the day is.

- Teachers will not check emails through the working day on a regular basis. Their priority during the day is educating students, duties and planning and preparation. Hence contacting reception can be helpful and cc in the teacher is a good suggestion.
- Meetings can take place after school, in the morning or when teachers have non contacts. They cannot always be flexible unfortunately based on their teaching timetable. Hence do consider this when meeting with them.
- For SLT (Anyone who is an assistant head or above on the parent handbook) you can contact pa.principal@starmirdif.com or reception@starmirdif.com to arrange to meet. Alternatively contact them directly.

Social Media and Communication

Star International School Mirdif recognizes the power of social media and its potential to impact our school community. We expect parents to uphold the highest standards of conduct in all online communications. This includes:

- Respectful Communication: All communication with staff, students, and other parents should be respectful and professional. This applies to all platforms, including social media, email, and in-person interactions.
- No Personal Insults: Personal attacks, insults, or derogatory comments towards staff, students, or other parents are strictly prohibited.
- Spreading Rumours: We ask that parents refrain from spreading rumours or unverified information on social media or within the school community.
- Upholding the School's





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Reputation: We expect parents to be positive ambassadors for Star International School Mirdif and avoid posting anything that could damage the school's reputation. We also expect parents to ensure their children comply. This includes respecting the laws of the UAE regarding online communication.

- Threatening behaviour and comments: In recent years it has become more common to have parents threaten legal action or to escalate to the authorities concerns that before would have been handled respectfully between school and parents. School would discourage this behaviour as it does not support us in finding a resolution. Likewise any threats public or virtual will be treated seriously and raised with the authorities where appropriate.

WhatsApp Groups

While WhatsApp groups are not official channels for school communication, they can play a role in our school community. However, it is important to maintain a positive and respectful environment in these groups as well. Here are some guidelines for using WhatsApp groups associated with Star International School Mirdif:

- Respectful Communication: All communication should be respectful and professional, following the same guidelines as outlined above for social media.
- Focus on Positivity: Use these groups to share positive news, school events, and information relevant to the group's purpose.
- No negativity: Avoid gossip, negativity, and personal attacks about staff, students, or other parents.
- Respecting the Laws of the UAE: Remember, UAE law applies to all online communication, including WhatsApp groups. Avoid posting anything defamatory, discriminatory, or that





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could violate anyone's privacy.

As a general rule, unless you have heard something directly from school through an official letter it is not confirmed. Rumours and inaccurate information can be quite prevalent on social media so be wary of this. If you wish to clarify something as factual, contact the school directly.

Interactions with other parents and students

Parents are to be reminded that approaching another family's child to discuss any concerns is not allowed. Parents should raise concerns directly with the school and we can discuss concerns directly with the family where appropriate. The families at Star Mirdif are incredible and a huge support to one another. Therefore it is expected that parents will have conversations with one another. However, if there is a sensitive issue you need to tackle, the school teachers or SLT are the best place to raise these concerns as we can handle them in an appropriate way. Sometimes things happen between students, the best people to handle this with the full facts to hand are the teachers and educators in school who can work directly with students and families.

School behaviour policies

The school has a behaviour policy for Primary and Secondary. Whilst enrolled at Star Mirdif we expect parents to support the behaviour policies and teacher judgement on how they are enforced.

Parents are free to raise a concern about how the behaviour policy has been followed, however this is not something that school encourages. We trust the professional judgement of our educators and we ask that parents do also. This is important to the smooth operation of school





with positive learning behaviours encouraged with students. Challenging decisions made by educators on behaviour, especially when students are aware of this, erodes schools ability to create a positive learning environment for all. Teachers are trained professionals and whilst we are all human, they get things right the vast majority of time.

General Expected Conduct

In addition to online conduct, Star International School Mirdif expects parents to demonstrate a positive and supportive attitude in all interactions with the school. This includes:

- Supporting the schools behaviour policies: Collecting Children on Time: Please ensure you collect your child promptly at the designated pick-up time to minimise disruption to the school schedule.
- School Uniform: Students are expected to wear the full school uniform as outlined in the Parent Handbook.
- Safe Driving: Drive carefully and follow all traffic regulations on school grounds.
- Absence Procedures: Please inform the school by email when your child will be absent, following the established procedures outlined in the Parent Handbook.
- School Attendance: Regular school attendance is crucial for student success. We encourage parents to ensure their child attends school for the full academic year, supporting them in achieving excellent attendance rates. The minimum expectation at Star Mirdif is 94% attendance with Outstanding attendance being 98% and above.

Feedback and complaints policy





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As a school we are always open to feedback and will strive to solve concerns to the best of our ability. We conduct regular parent surveys and coffee mornings. Along with the members of the SLT and teaching team are readily available to support. Members of SLT are on duty most mornings at drop off and again on pick up where you can always have a quick word if you need to raise something which we very much welcome. Parents can send feedback into reception@starmirdif.com both positive and constructive along with the regular surveys from both school and ISP.

Schools commitment to parents is that we will never refuse to meet with a parent and that all concerns are treated with respect and diligence. It may not always be appropriate to meet initially with the Principal or senior staff members hence parents may be guided to a more appropriate staff member initially. However, ultimately if a parent wishes to meet with the Principal or any member of SLT we will make ourselves available where possible.

Feedback procedure

For official feedback or concerns kindly follow the below procedure

All teacher emails are shared at the beginning of the academic year. For SLT emails you can find these in the parent handbook [HERE](#).

Academic or class based concerns

- Stage 1 - Email the class teacher or reception@starmirdif.com with your concern. This will be responded to within 24 - 48 hours depending on the complexity of the issue. Reception will pass to the relevant teacher who will then either solve directly by emailing the steps they will take or by contacting you via phone or in person.





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- Stage 2 - If you are not satisfied with the solution offered, make this known to the class teacher who can directly raise it with their line manager. In Primary this is usually the Head of Year and in Secondary a department leader.
- Stage 3 - If this does not resolve your issue then you can raise it directly with a member of the SLT. Initial escalations would go to an Assistant headteacher or Deputy head teacher. You can ask the department/year leader to escalate or do so yourself.
- Stage 4 - Ultimately should this still not resolve your concern then you are free to raise with the Head of EYFS/Primary/Secondary who can also involve the Principal should it be required depending on the severity of the issue. This will usually involve a face to face meeting where you are invited in to discuss your concerns and what action school will take.
- The Principal's PA is contactable on pa.principal@starmirdif.com who can also arrange for you to meet with another member of the SLT.

Q&A on feedback and concerns

What if my concern is very serious and beyond that of a class teacher right away?

In these situations raise your concern directly with a member of SLT. They will pass the issue on to the teachers involved in order to investigate and come back to you directly. They may also decide to delegate this to a more appropriate member of staff which could be the class teacher themselves. Again if not satisfied with the outcome this can be escalated by a parent back to the member of SLT.

What if the Principal does not solve my concern?





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In all cases the Principal will seek to resolve concerns to the best of their ability. In some matters there may be compromises on both sides which need to be made and parents must be open to this. There are some matters which may be out of the Principals hands or not in keeping with our existing policies and we will do whatever we can to explain this and work with families to resolve concerns.

However, ultimately schools are regulated by the KHDA and if unsatisfied then after going through the full process with the principal and giving adequate time for school to resolve your issue you can raise a concern with the KHDA directly. KHDA will look to mediate between both parties and come to a solution. School has an excellent reputation with the KHDA and so is very happy to discuss decisions with them and open to reflect where we can improve.

What about ISP?

International schools partnership has a regional office in the middle east. However, they defer to schools on dealing with parent concerns. School has ultimate authority on decision making on academic matters and the KHDA will only deal with the school Principal or Vice Principal on issues which are escalated.

What about the Parent governors and 'Friends of Star' PTA?

Both these groups support school improvement. For the friends of star PTA group you can join the group as part of the core board, or as a volunteer. They will take feedback on events and pass this to school. They will pass on significant concerns from members around events in the community and make suggestions however school will ask for parents to come directly for support for individual concerns. Parent governors are appointed by the school and will support the school in gathering feedback and be a part of the schools termly governance





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meetings. Whilst parents are free to discuss a concern with a parent governor again individual concerns should be raised directly with the school. If significant concerns are raised parent governors will raise them, however they are not expected to deal with day to day issues, this is between individual parents and school.

Financial or operational concerns

- Finance - For finance concerns contact finance@starmirdif.com and raise directly. To escalate beyond this if not satisfied then a meeting can be scheduled with our finance manager Mr. Vikram xxxxx. If still not satisfied then the Principal will address the concerns.
- Operations - For concerns about logistics or how school operates the reception team can be contacted who can share with the relevant individual. Ultimately head of operations operations@starmirdif.com Ms Debbie is in charge of health and safety and operations in school and can be escalated to. If this does not resolve the concern then the Principal can be contacted.

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